

Updated Vendor Response: ProQuest Ebook Central to MSU UARC's 2021 Evaluation of Ebook Central

October 25th, 2023

Accessibility Evaluation Response

The Ebook Central team would like to thank the Library Accessibility Alliance and the Big Ten Academic Alliance (BTAA) again for their 2021 evaluation of accessibility on the Ebook Central platform. The key issues identified in the original evaluation, including the inclusion of an Accessibility Mode, keyboard navigation issues, appropriate headings structure, and others are addressed in the table that follows.

In 2019, we partnered with Deque to conduct a similar evaluation of high-use pages of the Ebook Central platform and found many of the same issues. At the time of writing, many of the issues found in both evaluations have been resolved. The remaining issues are moderate or minor in severity and are scheduled to be resolved as soon as possible in 2024.

Additionally, we are in the process of updating all pages of our core platform to provide a better overall user experience with improved levels of accessibility. This effort began with the complete update of the Search Results page in September 2023 and will continue with updates across the remainder of the platform.

Since the time of the audit, Ebook Central has also added a responsive EPUB Reader that provides a high quality, accessible reading experience for users, with a range of tools available to them within the reader. Where provided by publishers, EPUBs are available to end users.

We continue to partner with publishers to obtain accessible versions of all content and have a remediation process in place when accessibility issues are found.

As an organization, we are committed to providing all users with a fully accessible experience for research, teaching, and learning. We make every effort to ensure that Ebook Central can be used by everyone.

High-level findings and status of resolution

Below is the list of findings identified in the evaluation, along with information on each issue's resolution and priority.

Conformance

Original Issue	Response
<p>The "Accessibility Mode" does not provide an alternate conforming version. [WCAG 2.1 CR 1]</p> <ol style="list-style-type: none"> 1. Functionality is removed (e.g., images, highlighting) 2. New content that is not accessible is introduced (e.g., broken text). 3. The accessibility of some existing content is broken when the mode is enabled (e.g., cannot close sidebar via keyboard) 4. The mode cannot be reached by all users (requires user to create an account and be signed in) 5. Link to enable the mode is not visible on screen 6. Users should not be forced to access a separate version of a page to use assistive technologies when there is no reason that the primary page could not be made accessible 	<p>Status: Planned</p> <p>Comments: The Ebook Central PDF Reader no longer offers "Accessibility Mode". We provide a "Text Only Mode" that allows screen readers to access PDF content provided by publishers.</p> <p>Ebook Central now offers an EPUB reader that provides an updated and more accessible user experience. As of the time this report was generated, approx.. 32% of the books available on Ebook Central are available in both PDF and EPUB format when downloading, and 8% are EPUB only. DRM and library restrictions may apply if full download is available.</p> <p>As part of our current roadmap Ebook Central is actively working to update the functionality and accessibility of the PDF Reader that will fix or eliminate the issues described.</p>

Document Structure

Original Issue	Response
<i>Headings are not appropriately structured. [WCAG 2.1 SC 1.3.1]</i>	
On the Home page, "Authoritative ebooks at your fingertips." Is not an appropriate H1 for the page	<p>Status: Closed</p> <p>Comments: Using accessibility testing tools, this H1 tag is correct. The other H1 reference in the code is hidden unless needed as an emergency response. For example, if the system is down.</p>
On the Search Results page, "Book Results" should be tagged as H2 when active or book titles should be tagged as H2s, not H3s	<p>Status: Closed</p> <p>Comments: There is no designated H1 tag on this page. The H2 is used for the secondary navigation items that need to be present like the Cookie Preferences, etc. H3 is a common heading use for individual title results.</p>
On the Book page, "Availability", "Description", "Table of Contents", and "Book Details" should be tagged as h2s, not h1s	<p>Status: Planned</p> <p>Comments: These issues will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.</p>
On the Book page, "About The Author" and "Tags" should be tagged as h2s, not h3s	<p>Status: Planned</p> <p>Comments: These issues will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.</p>
On the Book page, "TITLE", "SUBTITLE", etc. should not be tagged as h6s	<p>Status: Planned</p> <p>Comments: These issues will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.</p>

Original Issue	Response
On the Read Online page, "Logo" is not an appropriate h1 for the page	Status: Deferred Comments: This issue will be investigated for additional information in Q4 2023 and assessed for level of effort.
On the Read Online page, the invisible "Table of Content Section" heading should be tagged as an h2, not an h3	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
On the Read Online page, "TABLE OF CONTENTS" should be tagged as an h3, not an h2	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
On the Read Online page, content under "TABLE OF CONTENTS" should not be tagged as programmatic headings	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
On the Read Online page (Accessibility Mode), headings are not tagged in the document	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
Headings in the PDF are not tagged. [WCAG 2.1 SC 1.3.1]	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
<i>Lists are not appropriately structured. [WCAG 2.1 SC 1.3.1]</i>	
On the Search Results page, lists in the "Refine your search" section should be coded into programmatic lists	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
On the Book page, contents in the "Table of Contents" section should be coded into a programmatic list	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
On the Book page, contents in the "Book Details" section should be coded into a programmatic list	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
On the Read Online page, content under "TABLE OF CONTENTS" should be coded into a programmatic list	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.

Original Issue	Response
<p>On the Read Online page (Accessibility Mode), random and incoherent text fragments are provided to users (e.g., numbers from table of contents on page vii, text from figure on page 2, "forms of energy individOverview individOverview of Energy Usage 3"). [WCAG 2.1 SC 1.3.1, WCAG 2.1 SC 1.3.2]</p>	<p>Status: Planned</p> <p>Comments: The Ebook Central PDF Reader no longer offers "Accessibility Mode". We provide a "Text Only Mode" that allows screen readers to access PDF content provided by publishers.</p> <p>Ebook Central now offers an EPUB reader that provides an updated and more accessible user experience. As of the time this report was generated, approx.. 32% of the books available on Ebook Central are available in both PDF and EPUB format when downloading, and 8% are EPUB only. DRM and library restrictions may apply if full download is available.</p> <p>As part of our current roadmap Ebook Central is actively working to update the functionality and accessibility of the PDF Reader that will fix or eliminate the issues described.</p>
<p>On the Read Online page (Accessibility Mode), document text is incorrectly broken into fragments of paragraphs, sentences, and words, and is therefore not read out correctly by assistive technologies (e.g., "O U R E N E R G Y F U T U R E", "U N I V E R S I T Y O F C A L I F O R N I A P R E S S"). [WCAG 2.1 SC 1.3.1, WCAG 2.1 SC 1.3.2]</p>	<p>Status: Planned</p> <p>Comments: The Ebook Central PDF Reader no longer offers "Accessibility Mode". We provide a "Text Only Mode" that allows screen readers to access PDF content provided by publishers.</p> <p>Ebook Central now offers an EPUB reader that provides an updated and more accessible user experience. As of the time this report was generated, approx.. 32% of the books available on Ebook Central are available in both PDF and EPUB format when downloading, and 8% are EPUB only. DRM and library restrictions may apply if full download is available.</p> <p>As part of our current roadmap Ebook Central is actively working to update the functionality and accessibility of the PDF Reader that will fix or eliminate the issues described.</p>
<p>On the Book page, text in the "Description" and "Book Details" sections that is not visible on screen is incorrectly read out. [WCAG 2.1 SC 1.3.2]</p>	<p>Status: Deferred</p> <p>Comments: This issue will be investigated for additional information in Q4 2023 and assessed for level of effort.</p>
<p>On the Book page, an invisible "Reader Reviews" heading is incorrectly read out. [WCAG 2.1 SC 1.3.2]</p>	<p>Status: Deferred</p> <p>Comments: This issue will be investigated for additional information in Q4 2023 and assessed for level of effort.</p>
<p>On the Book page, the book title h1 should be read before all content it organizes (i.e., "Read Online" button, etc.). [WCAG 2.1 SC 1.3.2]</p>	<p>Status: Planned</p> <p>Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.</p>
<p>The language of the PDF is not defined. [WCAG 2.1 SC 3.1.1]</p>	<p>Status: Deferred</p> <p>Comments: This issue will be investigated for additional information in Q4 2023 and assessed for level of effort.</p>

Keyboard Support

Original Issue	Response
On the Search Results page, expanded lists in the "Refine your search" section can be thousands of items long (e.g., the "SUBJECT" list has 2,400 items for a search of "global warming"), forcing keyboard users to make thousands of button presses to navigate through or collapse the list. [WCAG 2.1 SC 2.1.1]	Status: Closed Comments: The organization of information and navigation of elements on the Search Results page was updated in 2023 for a more useful and accessible experience. As part of the current roadmap effort additional hidden navigation links or incremental reveal of subject elements are being considered. Finally, though the issue can cause additional time to navigate, it is the equivalent of a user not employing keyboard navigation to visually scan through the subject items, and, as such, does not really fall into a AA level accessibility issue.
On the Book page, the "Show more" link in the Book Details section cannot be activated via keyboard. [WCAG 2.1 SC 2.1.1]	Status: Closed
On the Read Online page, arrow buttons to expand or collapse sections within the sidebar cannot be activated via keyboard. [WCAG 2.1 SC 2.1.1]	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
On the Read Online page (Accessibility Mode), the sidebar cannot be collapsed via keyboard. [WCAG 2.1 SC 2.1.1]	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
On the Search Results page, the "Show more" and "Show less" links reset focus to the top of the page. [WCAG 2.1 SC 2.4.3]	Status: Closed
On the Search Results page, "MICHIGAN STATE UNIVERSITY" receives focus, but is not interactive. [WCAG 2.1 SC 2.4.3]	Status: Closed
On the Book page, "About The Author" and "Tags" receive focus, but are not interactive. [WCAG 2.1 SC 2.4.3]	Status: Closed Comments: This is acceptable as this is a headline of a specific area on the page that a user may want to get more information about the author.
On the Book page, focus incorrectly goes to content in the "Book Details" section that is not on screen when the user advances focus. [WCAG 2.1 SC 2.4.3]	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
<i>Focus is not sufficiently visible for a variety of interactive content. [WCAG 2.1 SC 2.4.7]</i>	
"ProQuest Ebook Central" link at start of pages	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
On the Home page, the "Search" button, carousel image links, previous and next arrows in the carousel, and navigation dots in the carousel	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
On the Search Results page, checkboxes	Status: Closed
On the Book page, the "Read Online" and "Download Book" buttons	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.

Original Issue	Response
On the Read Online page, the "Zoom..." button and tabs (Book Details, Table of Contents, Annotations, Search within book)	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
On the Read Online page, the "Full Download" button in the Book Details sidebar	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
On the Advanced Search page, dropdowns, checkboxes, and the "Search" button	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
On the Book page, advancing focus unexpectedly causes the visual content of the "Book Details" section to change. [WCAG 2.1 SC 3.2.1]	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.

Navigation

Original Issue	Response
On the Search Results and Advanced Search pages, page title does not identify the unique page. [WCAG 2.1 SC 2.4.2]	Status: Closed / Planned Heading elements page to page contain different names to identify the page the user is currently on. Additional information on pages with specific information may be added to page heading element. Example: 'Search Results for [Topic]'. Will be doing discovery in Q4 2023 to identify if additional contextual information should be added. Workaround: Adding additional information to the heading may provide a clearer experience but the current headings differentiate and inform users about the page they are currently viewing in Ebook Central.
On the Book and Read Online pages, page title does not include the book name. [WCAG 2.1 SC 2.4.2]	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
In the PDF, "someTitle" is not an appropriate document title and the title is not available to screen readers (Document Properties not set to show Document Title in Initial View). [WCAG 2.1 SC 2.4.2]	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.

Forms and Date Submission

Original Issue	Response
On the Search Results page, legend and heading tags (in the "Refine your search" section) should not be provided separately - heading tags should be placed inside legend tags when both are needed so that screen readers do not receive redundant content. [WCAG 2.1 SC 2.4.6]	Status: Deferred Comments: This issue will be investigated for additional information in Q4 2023 and assessed for level of effort.

Original Issue	Response
On the Search Results page, numbers to the right of the visual "Refine your search" labels are not included in programmatic labels (e.g., "35572" next to "English"). [WCAG 2.1 SC 2.4.6]	Status: Closed
On the Search Results page, "Refine your search" is inappropriately read out after every label in the "Refine your search" section. [WCAG 2.1 SC 2.4.6]	Status: Closed
On the Advanced Search page, the PDF checkbox is not programmatically labeled. [WCAG 2.1 SC 3.3.2]	Status: Closed

Images

Original Issue	Response
<i>A variety of images do not have appropriate alternative text. [WCAG 2.1 SC 1.1.1]:</i>	
"ProQuest image in footer"	Status: Closed
"On the Home page, the graphic under "Trusted Content" is decorative and should have a null alt attribute"	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
"On the Search Results and Read Online pages, the Chapter Download button (alternative text makes no mention of "PDF", despite "PDF" being visually present in the image)"	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
On the Search Results page, book cover thumbnails in the Chapter Results tab are decorative and should have null alt attributes"	Status: Closed Comments: It is acceptable that the book cover image contain a description.
"On the Read Online page, close ("x") button in the sidebar"	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
Images in the PDF lack alternative text. [WCAG 2.1 SC 1.1.1]	Status: Planned Comments: We are committed to working with publishers to ensure the content we host is accessible. Some eBooks are only available as scanned PDFs which we know are unreadable with screen readers. As part of our effort to update the functionality and accessibility of the PDF Reader maximizing the usability of content provided by publishers will be tactically integrated. This effort is currently underway and will continue through 2024. Identified content can be remediated.
On the Book page, "Enrichment by Syndetics Unbound" is an image of text, instead of styled text. [WCAG 2.1 SC 1.4.5]	Status: Closed Comments: This is acceptable as some titles are logos with descriptive text and cannot be created with HTML code.

Color and Visual Characteristics

Original Issue	Response
On the Search Results page, color is the only means to differentiate search term highlighting. [WCAG 2.1 SC 1.4.1]	Status: Closed Comments: Search terms no longer appear as highlighted on the Search Results page.

Original Issue	Response
Blue text on multicolored background (e.g., "Advanced Search" and "Browse Subjects" links on the Home page) and dark grey text on grey (e.g., selected filter categories ["PUB YEAR", "LANGUAGE"], page number links when focused on the Search Results page) have insufficient contrast. [WCAG 2.1 SC 1.4.3]	Status: Closed
On the Home page, grey carousel navigation dots on white background have insufficient contrast. [WCAG 2.1 SC 1.4.11]	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.

Custom Elements and Dynamic Content

Original Issue	Response
Content and functionality (e.g., "Featured Titles" section on the Home page, "Refine your search" section on Search Results page) disappears at some page widths and text sizes. [WCAG 2.1 SC 1.4.4]	Status: Closed / Planned Comments: This issue has been resolved on the Search Results page. This issue on the Home page will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
The value of the Settings menu button is incorrectly identified as "collapsed" when it is expanded, and screen reader users are not notified when closing it. [WCAG 2.1 SC 4.1.2]	Status: Deferred Comments: This issue will be investigated for additional information in Q4 2023 and assessed for level of effort.
On the Search Results page, "MICHIGAN STATE UNIVERSITY" is incorrectly identified as a menu. [WCAG 2.1 SC 1.4.4]	Status: Deferred Comments: This issue will be investigated for additional information in Q4 2023 and assessed for level of effort.
On the Book page, the heading and contents of the "Description" section are inappropriately read out on the "Show more" link. [WCAG 2.1 SC 1.4.4]	Status: Deferred Comments: This issue will be investigated for additional information in Q4 2023 and assessed for level of effort.
On the Book page, screen reader users are not notified when the "Show Subsections", "Hide Subsections", "(Read more)", and "(less)" links are activated to expand or collapse content. [WCAG 2.1 SC 1.4.4]	Status: Deferred Comments: This issue will be investigated for additional information in Q4 2023 and assessed for level of effort.
On the Book page, programmatic names (e.g., "biology") are not provided for tags. [WCAG 2.1 SC 1.4.4]	Status: Deferred Comments: This issue will be investigated for additional information in Q4 2023 and assessed for level of effort.
On the Read Online page, name information is not complete for page navigation links (i.e., visible text says "Page Intro of 195" but it is read out by screen readers only as "Go to page"). [WCAG 2.1 SC 1.4.4]	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
On the Read Online page, screen reader users are not notified when opening contents via the sidebar or when bookmarks are added. [WCAG 2.1 SC 1.4.4]	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.
On the Advanced Search page, "Advanced Search" is visually styled as a tab, but is not provided with appropriate role or value information for a tab (e.g., "tab" and "selected"). [WCAG 2.1 SC 1.4.4]	Status: Planned Comments: This issue will be assessed for level of effort in Q4 2023 and incorporated into the roadmap for remediation in 2024.



ProQuest thanks the Library Accessibility Alliance and the Big Ten Academic Alliance (BTAA) for this evaluation of accessibility on Ebook Central. As an organization, we are committed to providing all users with a fully accessible experience for research, teaching, and learning. We make every effort to ensure Ebook Central can be used by everyone.

In 2019, we partnered with Deque to conduct a similar evaluation and found many of the same issues. We are investigating each of the issues found in this evaluation. Many of these issues have been resolved. The remaining are scheduled to be resolved in the coming months.

To determine our status on addressing these issues, please refer to our [VPAT](#) and [Accessibility Statement](#). The most current copies of these documents can be found via the [ProQuest Accessibility Directory](#). If you have additional questions, please contact your ProQuest representative or ebooksupport@proquest.com.

Accessibility Standards and Features

Ebook Central is continually designed and developed to meet Level AA of the W3C Web Content Accessibility Guidelines (WCAG 2.1) and Section 508 of the US Rehabilitation Act for features and functions.

In addition to meeting specific accessibility standards, we enable patrons to manage the following aspects of the site:

- Colors, contrasts, and fonts
- Magnification
- Keyboard navigation
- Screen readers
- Text to speech

We are always working with publishers to ensure we have the highest quality, most accessible ebooks for all devices. Ebook Central supports ebooks in two formats – EPUB and PDF and allows patrons to access titles both online and offline.

Accessibility Testing

The accessibility of Ebook Central is an ongoing effort at ProQuest. Accessibility standards are built into our design and style guides and are included as requirements in our software development and quality assurance pipeline.

We use a variety of automated and manual tools for accessibility testing including, but not limited to:

- Color Contrast Analyzer and WAVE (Web Accessibility Evaluation tool) provided by WebAIM
- Deque aXe accessibility testing tool



- High-contrast Chrome extension
- Keyboard-access manual testing and assessment

We test all existing and new functionality with the latest versions of JAWS, NVDA, and VoiceOver. We also test on Internet Explorer 11 and the latest versions of Firefox, Safari, and Chrome, as well as Mac and PC desktops and iPad and Android tablets and smartphones.

Improving Accessibility

Making content accessible is an ongoing effort at ProQuest. We're committed to working with the community to ensure we continue to meet our customers' needs. A list of our ongoing efforts includes:

- Testing with a range of assistive technology users
- The ProQuest Accessibility Council: a team of stakeholders working to increase accessibility resources and capabilities
- Pursuing partnerships with colleges, universities, and other institutions
- Supporting certifications for our employees
- Consulting with and performing audits through accessibility experts, such as Deque
- Embedding WCAG 2.1 AA compliance in our development process

Support and Feedback

Our support team is available and trained to accommodate the needs of patrons with disabilities.

Alternatively, your institution may have access to [Bookshare](#) (International), [AccessText](#) (U.S., U.S. Territories, & Canada), or [RNIB Bookshare](#) (UK), all of which provide accessible book files to patrons with disabilities and organizations that serve them.

If you still cannot access the title you need, please [Submit a Case](#) via our web form. Or contact us by phone. We will respond to your request within 24 hours.

United States & Canada (toll free):

+1 800 889 3358

Outside North America:

+800 4997 4111 or +1 734-707-2513

ProQuest thanks the Big Ten Academic Alliance (BTAA) Library E-Resource Accessibility Group and Deque Systems for this evaluation of accessibility on Ebook Central.

We are committed to providing an experience that is fully accessible to everyone. We make every effort to ensure that all pages of Ebook Central comply with web accessibility guidelines.

Standards & Features

When designing Ebook Central, we aim to meet the needs of patrons with disabilities, particularly the blind and visually impaired:

- Designed to meet Level AA of the W3C Web Content Accessibility Guidelines (WCAG 2.0) and Section 508 of the US Rehabilitation Act for features and functions
- Certifying for use with major screen readers (JAWS and VoiceOver)
- Formatting book content to be readable online and offline

In addition to the specific accessibility standards, we enable patrons to turn on accessibility mode themselves with their screen reader – no librarian or tech support needed.

For detailed information on individual features, please refer to our VPAT and WCAG 2.0 checklist, available from the [ProQuest Accessibility Directory](#).

Development & Testing

Ebook Central code is checked for accessibility using a range of automated and manual checks. For example, we test the interface for screen reader accessibility using JAWS with Internet Explorer and VoiceOver with Safari. Other tools used to test accessibility include [WAVE](#) (web accessibility evaluation tool) provided by [WebAim](#) and manual keyboard checks.

Audit & Remediation

In addition to internal testing and certification, Ebook Central undergoes third-party evaluations by accessibility experts such as James Scholes, who has worked with a variety of leading research information providers including JISC and SAGE.

“Having access to ebooks is crucial to all researchers, but particularly important for those who are print disabled,” said Scholes. “Having audited ProQuest’s Ebook Central platform, I’m delighted that it meets accessibility standards and offers a high degree of usability for those who are blind or partially sighted.”

Accessibility compliance is an ongoing process. As development continues and new features are launched or as standards change, we will continue to make accessibility a priority, and ensure we continue to offer the best user experience on Ebook Central for all researchers.

To that end, we welcome opportunities to partner with organizations such as the BTAA to evaluate Ebook Central for accessibility. ProQuest is investigating all of the issues mentioned in

the evaluation conducted by Deque. Some of the issues are specific to the NVDA & Firefox environment that Deque utilizes while others do appear in our officially certified screen reader and browser combinations (JAWS & IE and VoiceOver & Safari). We plan to address those issues with due diligence in 2018.

Our direct response to Deque's top findings are as follows:

- Keyboard traps – We have been unable to reproduce these issues on our Detail Page and online Reader, and are working to verify them on other pages including Search and Bookshelf. We intend to resolve any keyboard traps that are found.
- Untagged PDF documents – We continue to encourage publishers to invest in accessibility and supply accessible files, by providing tips for accessible PDFs in our content submission guidelines. We are working to add support for EPUB in our online reading experience, so that patrons may benefit from the inherent accessibility of this content format.
- Focus management – We have confirmed that focus works using VoiceOver and Safari, and issues are limited to select modal dialogs when using JAWS and IE. We believe the issues are caused by behavior within IE itself, and are speaking with accessibility experts to determine whether there are possible solutions.

To determine our current status on addressing these issues, please contact your ProQuest representative or ebooksupport@proquest.com.

Support & Materials

ProQuest strives to equip librarians and administrators with the knowledge and tools to support the accessibility needs of patrons and other researchers.

Resources for Ebook Central include:

- [LibGuide overview on accessibility](#)
- [Ebook Central Accessibility Video](#)
- [Datasheet](#)
- [Press release](#)
- [Blog post](#)
- [Customer FAQs](#)

In addition, Support services are available to accommodate the communication needs of patrons with disabilities. In addition to a public [support article](#), patrons may communicate with customer support via [phone](#) or the [Contact Us web form](#).